IN THE CLAIMS:

1.   (Withdrawn)

2.   (Withdrawn)

3.   (Withdrawn)

4.   (Withdrawn)

5.   (Currently amended) An information terminal support server which supports collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the information terminal support server comprising:

        (a)   a rule definition part including a condition setting part and a command setting part;

        (b)   a rule control manager for monitoring, at the information terminal support server, HTTP messages sent in response to customer-side browser requests;

        (c)   an HTTP checker, determining whether or not said HTTP messages agree with a condition of said condition setting part of said rule definition part;

        (d)   an HTTP editor, editing contents of said HTTP messages according to contents of said command setting part of said rule definition part, when said HTTP messages agree with a predetermined condition;

        (e)   customer cache storing of said HTTP messages in an unedited form sent to the browser on the customer-side information terminal; and

        (f)   agent cache storing of said HTTP messages in an edited form sent to the browser on the agent-side information terminal.

6.   (Original) The information terminal support server of Claim 5, wherein said HTTP editor carries out editing to insert a command for a client program loaded on the agent-side information terminal.

7.   (Original) The information terminal support server of Claim 6, herein said command is one of "form submit prohibition", "form alteration prohibition'1, "concealment of specific form" or "concealment of specific field".

8.   (Withdrawn)

9.   (Currently amended) A collaboration system supporting collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the collaboration system comprising:

~~(a)~~   an agent-side information terminal collaborating with the customer-side information terminal;

~~(b1)~~   a rule definition part including a condition setting part and command setting part;

~~(b2)~~   a rule control manager for monitoring an HTTP message sent in response to customer-side browser requests;

~~(b3)~~   an HTTP checker for determining whether or not said HTTP message agrees with a condition of said condition setting part of said rule definition part;

~~(b4)~~   an HTTP editor, editing contents of said HTTP message according to contents of said command setting part of said rule definition part, when said HTTP message agrees with a predetermined condition;

~~(b5)~~   customer cache for storing said HTTP message in an unedited form sent to the browser loaded on a customer-side information terminal; and

~~(b6)~~   an information terminal support server having agent cache for storing said HTTP message in an edited form sent to the browser loaded on an agent-side information terminal.

10.   (Withdrawn)

11.   (Withdrawn)

12.   (Withdrawn)

13.   (Withdrawn)

14.   (Currently amended) A computer program product recorded on computer readable media for collaborating support on an information terminal support server which supports a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, comprising:

(a)   computer readable means for defining a rule part including a condition setting part and a command setting part;

(b)   computer readable means for monitoring with a rule control manager at the information terminal support server, HTTP messages sent in response to customer-side browser requests;

(c)   computer readable means for determining with an HTTP checker, whether or not said HTTP messages agree with a condition of said condition setting part of said rule defining part;

(d)-,   computer readable means for editing with an HTTP editor, contents of said HTTP messages according to contents of said command setting part, when said HTTP messages agree with a predetermined condition;

(e)   computer readable means for storing in a customer cache of said H TP messages in an unedited form sent to the browser on the customer-side information terminal; and

(f)   computer readable means for storing in an agent cache said HTTP messages in an edited form sent to the browser on the agent-side information terminal.

15.   (Previously Presented) The computer program product of Claim 10, wherein said HTTP editor carries out editing to insert a command for a client pr gram loaded on the agent-side information terminal.

16.   (Previously Presented) The computer program product of Claim 11, wherein said command is one of "form submit prohibition", "form alteration prohibition", "concealment of specific form" or "concealment of specific field".